

**Administrative Policy 7.01**  
**2015-2016 Annual Plan and Progress Report**  
**Makah Tribe**  
**Port Angeles, Port Townsend, Forks CSO**  
**October 30, 2014**

Implementation Plan				Progress Report
(1) <u>Goals/Objectives</u>	(2) <u>Activities</u>	(3) <u>Expected Outcome</u>	(4) <u>Lead Staff and Target Date</u>	(5) <u>Status Update for the Fiscal Year Starting Last July 1</u>
1.Prepare and disseminate pertinent statistics on American Indian community and participant populations, numbers of American Indian participants served and other relevant data.	A. Complete an 'ad-hoc' request from Headquarters staff that will allow us to identify Makah Tribal members receiving medical assistance under specific program types	Information and statistics provided on an as needed basis via eJAS and Barcode ad-hoc reports. Open communication with Tribal leaders and Program staff	<p>Patricia Busse, Administrator:  <a href="mailto:bussepa@dshs.wa.gov">bussepa@dshs.wa.gov</a>  360-565-2182</p> <p>Diane Mitchell,  Tribal Liaison:  <a href="mailto:mitchmd@dshs.wa.gov">mitchmd@dshs.wa.gov</a>  360-565-2196 (desk)</p> <p>Patti Hicklin,  <a href="mailto:hicklipa@dshs.wa.gov">hicklipa@dshs.wa.gov</a>  360-565-2185</p> <p>Tracey Rascon,  <a href="mailto:Tracey.rascon@lhs.gov">Tracey.rascon@lhs.gov</a>  360-645-2412</p> <p>Lisa Halttunen,  <a href="mailto:lisa.halttunen@makah.com">lisa.halttunen@makah.com</a>  360-645-3280</p> <p>Teresa Sawyer,  <a href="mailto:teresa.sawyer@makah.com">teresa.sawyer@makah.com</a>  360-645-3262</p> <p>Cynthia Castaneda,  <a href="mailto:cynthia.castaneda@makah.com">cynthia.castaneda@makah.com</a>  360-645-3275</p> <p>Robin Denney  <a href="mailto:robin.denney@makah.com">robin.denney@makah.com</a>  360-645-3251</p>	<p>Port Angeles, Port Townsend, and Forks Community Service Office's (CSO's)  Number of Tribal Families receiving benefits through the CSO's:  <b>UPDATED Statewide Totals: October 2014</b>  <b>Basic Food: 497</b>  <b>TANF: 14 (Not including Non-needy) **</b>  <b>ABD/MCS: 9</b></p> <p>The above numbers may not be complete due to self-declaration and coding errors.</p> <p>Tribes continue to provide information regarding Commodity Food Participants.</p> <p>UPDATE: Tribe asked if it was possible to run a report on the clients receiving SNAP, how many households have income and how many do not.</p> <p><b>**UPDATE:</b> Tribe asked how many children are included in the Non-Needy TANF cases. There are 18 open Non-Needy households, which includes a total of 31 children.</p>

<p>2. Work with tribes to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, MOU's, contracts, or processes.</p>	<p>A. Identify needs of American Indian clients &amp; communities and whether current programs and policies meet these needs. Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.</p>	<p>Continue to provide outreach via the Tribal Liaison at Tribal facilities.</p>	<p>Patricia Busse, Diane Mitchell, Patti Hicklin</p> <p>Ongoing</p> <p>November 15, 2014</p>	<p>Diane Mitchell is at the Makah Reservation every other Monday with telephone/email contact as needed.</p> <p>Diane will write up a plan/schedule to meet with TANF clients in person at the Education &amp; Training Office to facilitate with WorkFirst case managers via phone.</p> <p><b>**Update:</b> An exception to policy was granted for all TANF clients living in Neah Bay that the mandatory WorkFirst orientation that had to be done in person at the Forks or Port Angeles CSO, may now be done by phone.</p> <p>An exception was also made that TANF clients living in remote areas can now do the CE (Comprehensive Evaluation) by phone.</p>
<p>3. Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.</p>	<p>A. Schedule &amp; hold meetings to improve coordination and communication</p>	<p>Continue full collaboration and cooperation.</p>	<p>Patricia Busse, Diane Mitchell, Patti Hicklin Tribal Representatives</p> <p>gloria Marshal-Perez</p>	<p>Diane Mitchell, full time tribal liaison provides a means of communication and services between the Lower Elwha, Makah, Quileute, Jamestown, and Hoh Tribes and the Port Angeles, Port Townsend, and Forks CSO's. With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell continues to complete applications for assistance. This position will continue to be fully utilized at the service of the Tribes.</p> <p>Have Alice Hildebrandt, WorkFirst Specialist, visit the Tribe to review the</p>

			<p>January 1, 2015 Patricia Busse Diane Mitchell Patti Hicklin Brenda Francis-Thomas</p> <p>November 15, 2014</p> <p>November 15, 2014 and Ongoing</p>	<p>TANF program Propose quarterly visits with Tribal and State staff either on site or via phone. Diane will work to schedule these dates for 2015.</p> <p>Create flyer for Neah Bay clients explaining different ways they can participate to meet WorkFirst requirements. We specifically want to ensure our clients know how to report non - job search activities, such as volunteering.</p> <p>Partner for sanction. Will work in partnership with Lisa, Teresa and Cynthia to try to reengage clients who are at risk of sanction. Including working with Tribal Staff on WorkFirst Sanction home visits.</p> <p>UPDATE: Tribal Staff would like to hold an in person meeting to review the process of doing home visits for Neah Bay clients.</p>
	B. Plan, develop and implement training programs	Expand opportunities for our staff and customers.	<p>Patricia Busse, Diane Mitchell</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Makah has been invited to attend the Local Planning Area (LPA) meetings (designed for local office implementation) and agreed that an annual 7.01 meeting would be sufficient. Tribes are invited to participate in the LPA meetings to design appropriate Community Service plans. Our meetings are held on the fourth Thursday of the month at the Port Angeles office at 10:00 am.</p> <p>All new staff have been attending current Gov't to Gov't training.</p>

			<p>Date set by November 30, 2014</p> <p>Patti Hicklin, Diane Mitchell March 15, 2015</p>	<p>Bring the Makah TANF Team, which includes Diane Mitchell, Patti Hicklin, Patty Busse, Tracy Hagberg, Jennifer Key and Mary Gilliland to Neah Bay to hold an open house for TANF clients to meet the staff they work with.</p> <p>Staff will meet with clients, including those closed in sanction to review CSO services and discuss barriers and re-applications.</p> <p>In May 2015, another Mini HUB will be held in Forks. CSO staff will contact Lisa Halttunen to work on possible transportation to and from Neah Bay.</p> <p>UPDATE: There was a request from the Tribal Staff that there be a Mini-HUB held in Neah Bay or that the Neah Bay clients could attend the one held in Forks via video conferencing.</p>
	C.CSO invited to disseminate information through Tribal newsletter.	Enhanced communication of state programs to Tribal members.	Diane Mitchell	<p>Revisions or changes to DSHS program and services will be shared with the tribal editor: Brittany Olson, GM Executive Assistant: <a href="mailto:Brittany.olson@makah.com">Brittany.olson@makah.com</a> or 360-645-3109 to determine what they would like to include in their newsletter.</p>
		Implement a process to ensure ongoing coordination and cooperation with assisting families working with ICW has easy access to services.	Patricia Busse, Diane Mitchell, Robin Denney	<p>Update: Diane has continued to work with ICW staff to assist clients as necessary.</p>

### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 3, Activity A	October 24, 2014	Lisa Halttunen, Cynthia Castaneda met with Patty Busse, Patti Hicklin and Diane Mitchell on 10/24/14. Lisa and Cynthia shared with us the hardship our clients were having getting to Port Angeles to work with Work Source. Provided Mimi Reeves, Work Source Administrator's contact information: <a href="mailto:mreeves@esd.wa.gov">mreeves@esd.wa.gov</a> 360-538-2347. Patty also emailed Mimi to set up introduction with the tribe.
Goal 1, Activity - Update Agreement w/Makah for the location of the Neah Bay Outstation	2013	DSHS and Tribal staff collaborated in finding a new office for DSHS financial worker, Mardell McGimpsey which is located at the Sophie Trettevick Indian Health Clinic
Goal 2, Activity - Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated	November 2012	Diane provided information on the CHIPRA (Children's Health Insurance Program Reauthorization Act) Grant on 11/1/12 <b>Update:</b> Per email from Cynthia Castaneda on 9/26/13: Makah will be receiving the grant.
Goal 2, Activity - Identify outstanding	2013	Patty was able to get an Exception to Policy so that Mardell

issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated		is able to authorize and issue EBT cards to Neah Bay clients. This way they won't have to travel to Forks or Port Angeles or wait up to 10 days for it to be mailed to them.
Goal 3, Activity - Schedule & hold meetings to improve coordination and communication	2013	Diane attended the College/Career Fair on 5/14/13 And the Senior Fair on 9/13/13.
Goal 3, Activity - Schedule & hold meetings to improve coordination and communication	April 2014	On 4/25/14, the LPA held a conference hosted by the Jamestown Tribe with guest speaker: <b>Dr. Donna Beegle</b> - Communication Across Barriers. Tribal Staff were invited.
Goal 3, Activity - Schedule & hold meetings to improve coordination and communication	February 2014	On 2/11/14, DSHS held a Lean Training Seminar: Lean is a process that the state is implementing to look at how we do business. This is a used by many large corporations, such as Toyota. Tribal staff were invited.
Goal 3, Activity – Improvement of ADATSA referral process for Makah Tribal Citizens	January 2014	As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Beginning 10/1/13, clients need to apply at: <a href="http://www.healthplanfinder.org">www.healthplanfinder.org</a> .